Military Traffic Management Command

Families First

Defense Personal Property Program (DPS)

Performance Work Statement

Amendment 0002
19 December 2003

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1. General

The Military Traffic Management Command (MTMC) manages the Department of Defense's (DoD) $1.8 billion Personal Property Program and is responsible for moving over 500,000 shipments annually for the Military Services, DoD agencies, and the U.S. Coast Guard. The future DoD Personal Property Program – "Families First" – intends to streamline the process and bring the personal property program into alignment with ongoing transportation reengineering and business improvement initiatives throughout DoD.

As part of the current Personal Property Program, DoD uses over one thousand transportation providers (TPs) for movement and storage services. Management of such a vast number of providers has resulted in complex processes to qualify TPs, solicit rates, distribute traffic, evaluate performance, pay bills, and settle claims. MTMC finds that managing this large and complex program requires the incorporation of commercial best practices and leading-edge technology to support program efficiencies and provide improved Personal Property service to the Military Services and DoD civilians around the globe.
MTMC currently operates one legacy information technology (IT) system to support management of these personal property shipments. The Transportation Operational Personal Property Standard System (TOPS) was developed to manage all DoD personal property movements. TOPS is currently utilized by over 200 Personal Property Shipping Offices (PPSOs), Joint Personal Property Shipping Offices (JPPSOs), Personal Property Processing Offices (PPPOs), and Consolidated Personal Property Shipping Offices (CPPSOs).

MTMC is also currently developing the Centralized Web Application (CWA) as an interim web-based solution to integrate with TOPS to handle the automated approval and costing of shipments using a Government rating engine. The CWA also interfaces with U.S. Bank's PowerTrack, a web-based commercial business-to-business payment system.

MTMC is looking to replace the MTMC family of personal property systems with an end-to-end, web-based solution. The solution is to be known as the Defense Personal Property System (DPS). The DPS acquisition approach is based on the goal of leveraging leading-edge commercial software capabilities. MTMC will contract for an independent organization to provide a commercial solution to meet DPS requirements and then operate and maintain the system for DoD. MTMC desires to maximize use of "best-of-breed" commercial software and limit customization to unique, unavoidable DoD requirements.

DPS shall be an intuitive system for its users. DPS shall use a minimal number of screens to make navigating the system easy to use. Users should be able to operate the system with both speed and ease.

The acquired system provider will manage the risks associated with this project. The selected provider will assess the effectiveness of commercial off-the-shelf (COTS) software solutions in meeting new business processes, lead change management for affected stakeholders, and assume responsibility for maintaining the DPS requirements as outlined in this solicitation.

1.1. Internal Decision Factors

Since 1994, DoD has been actively pursuing various initiatives to improve the shipment of personal property for service members and their families. To accomplish the goal of improving the current program, DoD established a plan to simultaneously test and evaluate the results of three pilot programs and to incorporate best industry practices into one reengineered process. These programs included the MTMC Pilot Program, the Sailor Arranged Move Program (SAM) and the Full Service Moving Project (FSMP). The Office of the Secretary of Defense (OSD) tasked the United States Transportation Command (USTRANSCOM) to evaluate all the personal property pilots and provide a recommendation for the Families First Program.

The Commander, USTRANSCOM, in a letter dated 17 June 2002 to the Deputy Secretary of Defense, tasked the Commander, MTMC, to establish a Program Oversight Office to work with the Services and industry to develop an implementation strategy, based on the framework contained in the USTRANSCOM pilot evaluation report.

MTMC, in conjunction with the Military Services, U.S. Coast Guard, General Services Administration (GSA), Defense Finance and Accounting Service (DFAS), USTRANSCOM, and commercial members of the personal property industry, have been working as part of business process working groups over the last year to identify, define, and document the processes for the future program.

One of the key components of Families First is the procurement of the full-service, web-based personal property management system to replace the MTMC family of personal property systems. DPS will employ innovative technology and best practices to build a single, paperless DoD personal property program that integrates and automates all DoD processes that support families' moves worldwide.

It is important to note that there are specific schedule requirements for this program. The Families First Program must have DPS available in time to manage shipments on 1 October 2005. The DPS rate filing and evaluation functionality must be delivered, tested, and in production in time for Transportation Providers to file rates on 1 August 2005. These rates will be effective on 1 October 2005. The DPS move counseling and shipment management capabilities must be delivered, tested, and in production in time to begin counseling customers on 1 September 2005.

1.2. External Decision Factors

At the national level, the *Government Performance and Results Act* (GPRA) mandated infrastructure and budget reductions and efficiencies in Government operations. In addition, several General Accounting Office (GAO) reports recommended logistics infrastructure consolidations, privatization, and outsourcing. GAO recommended the adoption of best business practices, operational methods, and COTS technology for Government agencies.

In 1996, the *Clinger-Cohen* Act mandated significant changes in the way the Federal Government justifies, acquires, and manages IT; DoD implemented this legislation in 1997, and it serves as the policy baseline for IT investment and acquisition.[1]

The 1997 *Report of the Quadrennial Defense Review* (QDR) directed the adoption of the innovative management and business practices of the private sector, proposed reengineering or reinventing DoD support functions, and levied structural and budget reductions for DoD agencies.[2]

The Army Knowledge Management Strategic Plan and the Guidance Memorandum identify the drive for knowledge management.[3] It states that it will be necessary to manage knowledge and infrastructure at the enterprise level to become a knowledge-based organization. This drives MTMC's requirement for a centralized, web-based system.

A 1999 task force said that "information" and coupling "providers" with "users needs" is "the backbone of modern logistics." The military departments, USTRANSCOM, and the Defense Logistics Agency (DLA) have "over 1,000 aging legacy systems," which provide adequate support

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[1] Barry J. Hensley, *Development of a Software Evolutions Process for Military Systems Composed of Integrated Commercial Off the Shelf (COTS) Components* (Monterey, CA: Naval Postgraduate School, March 2000), p. 6-14

[2] William S. Cohen, Secretary of Defense, *Report of the Quadrennial Defense Review* (Washington, DC: DoD, May 1997).

[3] Memorandum for the Assistant Secretaries of the Army, et al., from Erin K. Shinseki, Chief of Staff, and Thomas E. White, Secretary of the Army, Subject, Army Knowledge Management Guidance Memorandum Number 1, August 8, 2001.

to current military operations but are costly and time-consuming to improve. Improvements such as “fewer transactions… more accurate forecasting of requirements, and more secure information are needed.”[4]

1.3. MTMC Family of Personal Property Systems

See Attachment G for descriptions of the current personal property systems.

1.4. General Provisions

1.4.1. DPS Objectives (Philosophy)

MTMC has determined that DoD personal property requires substantially greater data gathering, user access, data analysis, and reporting capability than presently exists in current systems. Concurrently, the changing IT landscape will demand faster, more highly automated, and more readily available access to the relevant system. These factors, combined with the need to achieve better efficiency and effectiveness, caused MTMC to conclude that replacing the aging legacy systems with a modern, integrated web-based DPS is the best way to achieve a world-class personal property program.

MTMC is committed to working more proficiently to fulfill its mission and move toward a seamless organization by eliminating bureaucratic divisions and barriers. The DPS concept supports the long-term goals of the MTMC strategic plan and vision, as well as the objectives of USTRANSCOM for an integrated Defense Transportation System (DTS).

The key to a successful systems development effort is to provide Government and industry with a system that will be simple to use and economical to operate. A web-based system allows for distributed use without imposing barriers to use or restrictive entry criteria. The objective system will be modular, using best of breed commercial-off-the-shelf (COTS) software applications and where applicable existing GOTS products to form the DPS. The end-to-end system must accommodate all aspects of the future DoD personal property program. The functional and technical requirements are provided in attachments B and C, respectively.

DPS should be extremely intuitive and user-friendly, especially for the Service Member users.

The expectation is that DPS will bear a significant return on investment and will provide a more responsive, user friendly, web-based, real-time solution for the management of personal property movement and storage requirements. DPS will also provide real-time shipment information as well as support direct claims settlement for the customers.

The DPS will utilize a centralized database that will interface with Government systems and the PowerTrack (PT) payment system, while providing management reports to MTMC as well as electronic shipment documentation to the Transportation Providers (TPs). Refer to attachment D for a list of interfaces.

The main purpose for developing DPS is to provide DoD Personal Property shippers and TPs with a centralized web-based system that automates daily operations such as shipment processing, report generation, and costing. This system will empower DoD shippers to arrange for shipments directly with the TPs via the web and pay for services utilizing U.S. Bank’s PowerTrack web-based commercial business-to-business payment system. The DPS will ensure the accuracy of information provided on the transportation documentation as well as the rate calculation, by validating all the data, whether input by the TP on-line via web entry or via EDI

[4] Office of the Under Secretary of Defense for Acquisition & Technology, The Defense Science Board 1999 Summer Study Task Force on 21st Century Defense Technology Strategies, Volume 1, Final Report (Washington, DC: DoD, November 1999), p. E-1.

from a TP-managed system. The main objectives of the investment in acquiring the integrated DPS capabilities are as follows:

a) Reduce the risks associated with systems that are at or beyond their useful life spans. The DPS will improve the tools used by the staff and managers to respond to customer and operational needs and legislative changes

b) Provide timely access to more and better information for program managers, staff members, and service levels in processing transactions and requests

c) Enhance management requirements and data integration for more informed decision-making

d) Provide modern tools that allow the execution of operations in an effective and efficient manner

e) Improve the capture, access, and sharing of information and increase the integration of processes to streamline operations and improve management control

f) Improve transportation, contractual, and financial management information to provide for and strengthen decision-making capabilities that will enable executives, program managers, transportation managers, and financial managers to effectively carry out their designated missions

g) Upgrade the technology infrastructure to permit timely and reliable integration of and access to contract, transportation, financial, and performance information for use by program, budget, financial, and operational managers to gain greater interaction and result in better-informed decisions

h) Use U.S. Bank's PowerTrack as a payment tool to pay Transportation Providers

i) Facilitate the improvement of the DFAS payment and collection process

j) Provide information visibility for Stakeholders (Personal Property Shipping Offices (PPSOs), Transportation Providers)

k) Interface with front-end Service Personnel systems

l) Reduce paper documentation

m) Reduce infrastructure cost related to manual processes

n) Enable Government and commercial best practices.

1.4.2. Expected Benefits

The Families First goal is to streamline the personal property business processes and to adopt best practices. The program results will benefit the DoD, its Service Members, and the moving industry.

MTMC's proposed approach for a centralized, web-based shipper system will substantially increase the efficiency of personal property shipments. The DPS will streamline processing and quality of booking, reporting, and costing of DoD Personal Property shipments. The system will easily interface with other Government systems, Transportation Provider systems, and PowerTrack. Furthermore, DPS will:

a) Generate timely and accurate shipment records

b) Facilitate the direct claims process by allowing Service Members to file claims directly with TPs to allow integration with the Military Service Claims offices

c) Streamline transportation data flow, (i.e., eliminates multiple data entry)

d) Provide shipment in-transit visibility (ITV)

e) Allocate shipments based on a best value distribution algorithm

f) Integrate Customer Satisfaction Surveys into the shipment allocation process

g) Interface with e-commerce billing and payment using PowerTrack

h) Provide access to centralized rate information.

1.4.3. Uses of COTS, GOTS and Custom Code

The Government objective is to maximize the use of COTS. Recognizing that there are some unique DOD business processes and given the stringent delivery timeframes, the Government will accept as part of a comprehensive solution custom code development or incorporation of some existing GOTS software. In the event GOTS components are identified, the contractor should expect to receive the necessary source code and be responsible for full maintenance of the GOTS component once integrated with the DPS solution. All further references to COTS or commercial business practices in this document should be understood in the context of this paragraph.

1.4.4. Business Process Changes

The contractor may propose changes to the Government business processes to fully utilize the COTS solution. However, acceptance of business process changes is at the discretion of the Government. The contractor must be prepared to meet the requirement through code changes and/or a GOTS alternative. The contractor must identify all proposed business process changes during the Gap Analysis. The contractor must still meet the deliverable timelines if the Government does not accept the business process changes.

1.4.5. Period of Performance

The Government's intent is to award a contract as follows:

Task 1: A four month base period to perform a comprehensive gap analysis and deliver a proposed final technical solution.

Task 2: A one year option period for the development, testing, training and implementation.

Task 3: Nine one year option periods for operation and maintenance.

1.4.6. Additional Future Functionality

There are additional functional areas for which requirements are not included in the initial system development. Additional functionality will be priced separately after requirements have been defined. Examples of these functional areas may include:

a) Non Temporary Storage
b) Direct Procurement Method inclusive of Local Moves
c) Intra Theater Tenders
d) Migration of data from TOPS history to DPS

1.4.7. System Environment

It is the intent of the Government to place production, failover, COOP, and IV&V test platforms in a Defense Enterprise Computing Centers (DECC). Development and developer's test platforms will be located at a location to be identified by the contractor and approved by the Government. Further details are provided in Attachment C, Section 4 and in Section 2 of the SOW.

1.5. Personnel

1.5.1. Employee Qualifications/Certificates

The Contractor shall ensure that all personnel employed to perform services under this contract are qualified, trained, certified and licensed, as deemed necessary by applicable laws and regulations. A file containing the qualifications and certifications of each employee shall be maintained by the Contractor and made available for Government review upon request.

Employees of the Contractor must obtain appropriate approval to access Government facilities and systems in accordance with applicable regulations. Contractors accessing production systems must meet ADP level security requirements. Information required by the contractor will be provided by the Government at post award conference. Additional requirements are outlined in Attachment C (section 7.0)

1.5.2. Contractor Representatives

The Contractor shall provide a Program Manager. This individual shall manage and coordinate this contract and shall act as the central point of contact with the Government. This individual shall have the authority to contractually commit the Contractor for contract administration purposes. The contractor shall designate an alternate, who shall assume responsibilities in the absence of the Program Manager. The Contractor shall also provide a Project Manager. This individual shall provide day to day oversight of the project. The Contractor shall designate these individuals by designation letter provided to the Contracting Officer at the post award conference. Written notice shall be given to the Contracting Officer, fifteen (15) days in advance of a change of the Contractor's designated representatives. There will be no less than seven (7) days overlap in transitioning these individuals. Other key personnel shall not be changed during the initial development, integration, implementation, or service phases without first notifying the Government and providing the Government with the credentials of an equally qualified individual. Replacement personnel must be on-board prior to the departure of the primary personnel.

1.5.3. Language Requirement

The Contractor designated representatives shall be able to read, speak, write, and understand the English language proficiently.

1.6. Transition of Services

1.6.1. Successor Contractor

Transition of Services to another contractor may be required. Transition will be performed during the last sixty (60) days of the current period of performance. For the purpose of assigning duties and responsibilities during the transition period, throughout this section, the incumbent is referred to as the Contractor and the incoming Contractor is referred to as the Successor Contractor.

1.6.2. Transition of Services

The Contractor shall submit a Transition Plan at the post award conference for review and acceptance by the Contracting Officer. This plan shall be updated no later than thirty (30) days after the start of each option period. The transition plan shall address each activity necessary for the transition of services to the Successor Contractor, e.g., all inclusive inventories, accountability of licenses, software and hardware documentation, knowledge transfer methodology, and a timeframe for accomplishing these activities. The Contractor shall coordinate with the Government to ensure a successful transition of files to the Successor Contractor. The contractor will be required to meet performance requirements and cooperate with the Successor Contractor in the transition period.

1.7. Invoices

1.7.1. Submission of Invoices

Invoices shall be submitted in original and four (4) copies to the COR unless otherwise directed by the Contracting Officer. Electronic invoices may be used provided they satisfy the requirements of the FAR and supplements thereto and accounting practices of MTMC.

The Prompt Payment Act starts on the first day that the verified invoice is presented to the COR for certification and distribution to the Defense Finance and Accounting Service (DFAS).

Final invoices shall be submitted within one hundred and eighty (180) days of contract completion.

1.7.2. Invoice Payment

a) **Valid Invoices.** Invoices shall be paid to the extent that the various amounts billed are valid as supported by the Government certification of service. No additional services shall be paid for by the Government under this contract, other than those provided for under this contract.

b) **Rejection of Charges.** Rejection of a portion of an invoice shall be the cause of the certification official to reject the entire invoice. In this event, payment of the allowed portion shall not be made with the contested amounts referred back to the Contractor.

1.7.3. Acceptance of Services

Services performed by the Contractor shall be verified and accepted by the Contracting Officer or designated representative by certification of payment documents.

1.8. Quality Control, Reporting and Records

1.8.1. Quality Control

The Contractor shall establish and maintain a Quality Control Plan (QCP) to ensure quality service is provided throughout the terms of the contract. The Contractor shall submit a proposed QCP as part of its technical proposal. The QCP should include, as a minimum, how the Contractor intends to meet the performance objectives in the Performance Work Statement (PWS), and should also identify those areas the Contractor sees as critical to the customer for this contract, how it will monitor quality performance in those areas, and how it will maintain or exceed customer expectations, including identification and correction of problems.

a) **Final QCP.** The Contractor shall submit a revised QCP within twenty (20) days after contract award. Should there be any need for clarification or correction of any area, the Contractor shall submit the revised QCP within ten (10) days after receiving the Government-identified deficiencies.

b) **Problem/Failure.** The Contractor shall self-identify any problem or failure that may impact contract performance. In accordance with its QCP, the Contractor shall provide the COR with a succinct written plan of action within five (5) business days of Contractor self-identification or awareness of a potential or real problem, failure or deficiency. The Contractor shall detail the methodology for correcting the problem or deficiency in the plan of action, and provide an assurance of the specific time required to bring performance back to acceptable quality levels, as applicable. In accordance with Performance Objectives No. 2 and No. 3, the contractor will provide monthly status reports summarizing problem areas, actions taken or planned to resolve problems or recommendation for corrective actions.

1.8.2. Use of Quality Performance Information

The Government will provide performance and contract compliance data to other Government activities upon request. Information will be compiled cumulatively to provide annual reports of past performance for use in past performance evaluations for future awards.

1.9. Quality Council

1.9.1. Council Meetings

In order to identify and resolve potential operational problems and to achieve continuous process improvement, the Government may establish a Quality Council. Quality Council members may include representatives of the contractor, the Contract Administrator(s), Technical Representatives, Functional Representatives, and the Contracting Officer.

The Quality Council may meet on a semi-annual basis, or as needed, to identify, monitor, and recommend solutions to operational problems arising during the term of the contract. Recommendations for process improvement that require negotiation of contract modifications will be elevated to the Contracting Officer or his/her designated representative, and the designated Contractor's representatives for consideration and approval.

1.10. Government Quality Assurance

1.10.1. Contracting Officer's Representative

Contractor performance oversight by DoD personnel will ensure that high standards of service are maintained for the development and maintenance of the DPS. A Contracting Officer Representative (COR) will be appointed by the Contracting Officer to perform surveillance of contractor compliance with conditions and terms of this contract.

1.10.2. Government Measurement/Monitoring

The Contracting Officer and the Contracting Officer Representative will monitor contractor performance and compliance with the terms and the conditions of the contract using predetermined quality assurance procedures. Techniques such as inspections, Government generated management reports, contractor reports and Customer feedback will be used. The COR, in conjunction with the CO, will conduct periodic meetings with the contractor to discuss performance issues, and problem areas. Final determination that the services rendered are conforming is solely the responsibility of the Government. The Government Quality Assurance Program is not a substitute for contractor quality control.

1.11. Performance Requirements

This solicitation expresses performance requirements in the following manner. Each performance requirement may contain the three elements below. In each case, the elements taken together constitute a performance requirement.

a) **Performance Objectives**—are statements of the outcome or results expected of the contractor. Performance objectives specify what is to be done; they do not specify how it is to be done.

b) **Performance Standards**—are the targeted levels of required acceptable performance for determining the accomplishment of specified performance objectives.

c) **Performance Measures**—are the methods to be used by the Government to monitor or assess how well the contractor performs the specified objectives.

1.11.1. Use of Performance Standards and Measures.

The performance objectives and standards listed in this Statement of Work (SOW) are contractual requirements. When specified, performance standards and measures may be used to achieve a variety of goals, including the collection of data to test the practicality of a performance standard, the identification of a performance standard of less than 100 percent compliance, emphasis on the most critical performance objectives, the collection of data to support quality assurance and remedies (including the evaluation of past performance and for discussions at appropriate meetings), as well as other similar goals.

1.12. Preferred Application for Contractor-Provided Information.

Microsoft Office and Microsoft Project running under Windows 2000 is the application for the submission of contractor-provided milestones, data, reports, plans, and documentation for DPS. It is the preferred application for the creation, storage, and retrieval of most MTMC internal and contractor deliverable data and correspondence. The DPS contractor and Government integrated process team (IPT) will establish future preferences for file formats and applications current with the MTMC operating system.

2. Contractor Tasks

2.1. Contractor General Tasks

The contractor shall:

- As part of Task 1:
  - Perform a comprehensive gap analysis
  - Develop a proposed final technical solution
- As part of Task 2:
  - Develop, test, train and implement DPS.
- As part of Task 3:
  - Operate and maintain DPS.

2.1.1. Gap Analysis and Technical Solutions

The contractor shall perform a comprehensive gap analysis between the COTS products and MTMC proposed business processes. Based on these results, the contractor shall validate the technical solutions and identify COTS changes and MTMC agreed upon business process changes.

2.1.2. Develop, Test, Train and Implement DPS

DPS integration, testing, and implementation will occur in parallel with continuing legacy system operations. The provider will fully test each deliverable increment and demonstrate that it fulfills MTMC's requirements. Each delivery will build upon its predecessor, leading to full capability with the acceptance of the final delivery. MTMC will test each increment upon delivery, perform progressive testing, and test all increments as an integral package upon delivery. The DPS contractor shall work with the Government and the Independent Validation and Verification (IV&V) contractor during all phases of DPS testing. Security and accreditation requirements shall be met before acceptance of the complete system. Prior to implementation, training shall be completed for Transportation Providers, Government or Government contracted testers, trainers and end-users. Once accepted and trained, DPS will be implemented.

2.1.3. Operate and Maintain DPS

The production system will be hosted at a Defense Enterprise Computing Center (DECC). The contractor shall comply with all applicable functional, technical, interface, and security requirements necessary for operations.

2.1.4. Incorporating Future Functionality

MTMC intends to build upon DPS capabilities by incorporating additional functionality in the future. Consequently, the contractor must ensure the DPS solution is scalable and expandable. When requested by the Government, the contractor shall participate in the requirements definition for future functionality.

2.1.5. Terms and Definitions

Applicable Terms and Definitions for this solicitation are provided in Section 3.

2.2. Contractor Specific Tasks

2.2.1. Project Management (Task 1, Task 2 & Task 3)

The contractor shall provide comprehensive management supervision and oversight of the development, integration, implementation, and maintenance of DPS. In partnership with the Government and Government-designated contractors, the contractor shall form and schedule regular meetings of Integrated Process Teams (IPT) to facilitate communication and expedite resolution of conflicts.

Performance Objective No. 1. The contractor shall provide and maintain a DPS project management plan (PMP) over the life of the contract.

Performance Standard: Submission of an acceptable PMP to the Government within twenty (20) days of contract award, with subsequent notification to the Government for its agreement to any proposed change in the PMP.

Performance Measure: Monitor timely submission and review PMP for acceptability.

Performance Objective No. 2. The contractor shall provide monthly progress and status reports.

Performance Standards: Progress and status reports for each month delivered by the eighth (8th) day of each subsequent month. Reports should include the following:

a) Reports recapitulate progress for the completed reporting period and summarize planned activities for the upcoming reporting period.

b) Reports identify problem areas, taken or planned resolution actions, or recommendations for corrective actions.

Once DPS is operational, reports will include monthly user satisfaction and operational availability information, including scheduled and unscheduled maintenance outages and other unscheduled outages (historical for reporting month and projected for upcoming month).

Performance Measure: Report completeness and timely submission.

Performance Objective No. 3. The contractor shall schedule and conduct monthly Interim Process Reviews (IPRs) for the Government that address management, software development, integration, implementation, scheduling, logistics, procurement, technical status, subcontracting, progress problems, and other appropriate topics.

Performance Standards:

a) Monthly review agenda topics submitted at least five (5) business days prior to each scheduled IPR and the agenda agreed upon by the Government.

b) Read-ahead copies of proposed monthly review briefings provided to the Government not later than two (2) business days before an IPR.

c) IPR attendance by contractor key personnel as required by the Government.

d) Meeting minutes recorded and provided not later than three (3) business days after each IPR.

Performance Measure: Timely conduct of agreed-upon monthly reviews as scheduled.

2.2.2. Attend and Conduct Meetings and Briefings (Task 1, Task 2 & Task 3)

Performance Objective No. 4. The contractor shall attend and conduct briefings required by the Government. The Government shall approve agendas, read-ahead packages, including briefing charts.

Performance Standards:

a) Meeting attendance by technically and functionally qualified representatives at all meetings as required by the Government.

b) Read-ahead copies of proposed meeting briefings provided to the Government not later than two (2) business days before an IPR or other meeting.

c) Meeting minutes recorded and provided not later than three (3) business days after each meeting.

Performance Measure: Timely submission of read-ahead packages and meeting minutes.

2.2.3. Comprehensive Gap Analysis; Design a Detailed Integrated DPS Solution (Task 1)

Performance Objective No. 5. The contractor shall perform a comprehensive gap analysis between the COTS products and MTMC proposed business processes. The contractor shall perform all tasks necessary including but not limited to the following:

a) Identify the COTS system functionality in meeting MTMC requirements (as detailed in Attachments B and C) and further identify those requirements that will result in DoD business process changes in the selected COTS system.

b) Identify and document non-COTS requirements and interfaces associated with the COTS package on the basis of MTMC business process change decisions and recommend business process changes for MTMC approval.

c) Analyze proposed solution's ability to meet MTMC's and DoD's operational system and architectural requirements.

d) Special attention should be given to the Government's desire for user-friendliness (avoidance of duplicate entries, auto population of fields, etc.).

Performance Standards: Provide the Government a comprehensive draft gap analysis ninety (90) days after contract start. Provide a final analysis fourteen (14) days after receipt of Government comments. The gap analyses shall demonstrate a thorough understanding and assessment of all the factors required for the analyses.

Performance Measure: Monitor timely submission and review deliverable for acceptability.

Performance Objective No. 6. Based on the results of the gap analysis, the contractor shall validate the technical solutions and identify COTS changes and MTMC agreed upon business process changes. The contractor shall provide detailed design recommendations and if appropriate, alternatives for Government acceptance.

The contractor shall perform all tasks necessary to provide a detailed integrated DPS solution including but not limited to the following:

a) Validate the contractor's proposed technical solution against gap analysis results and identify any impacts on DPS development and implementation.

b) Access the Reports, Interfaces, Conversions and Extensions (RICE) repository and review data with the intent to leverage any work already done. The RICE repository contains high level object attributes of objects already developed by existing DoD programs within the logistics domain.

c) Ensure the DPS solution is scalable and expandable and capable of supporting additional functionality, increased data requirements, and additional users.

d) Identify and document as a minimum the following:

- Database requirements for support of the DPS solution in development, test, production, and failover and continuity of operations (COOP) environments.
- Migration of user data, including methods of extracting, deriving, transforming, and loading historical and operational data from legacy systems to DPS.
- Associated reference tables required to support DPS.
- Detailed system interface requirements.
- All software components and associated tools required to support DPS.
- Hardware, operating system, and network requirements to support DPS in the development, test, production, failover, and COOP environments defined at Attachment C. Contractor will provide the minimum capabilities/specifications of platforms (production, development, failover, COOP, and test).
- Technical Architecture and Data Model documentation as required by Table C-2 in Attachment C.

e) Identify and document how the solution addresses Defense Transportation System (DTS) Enterprise Architecture (EA) and Public Key Enable (PKE) requirements to support an integrated DPS. This will include but will not be limited to:

- Design, development, testing, migration, and implementation of a system to become Level 7 DII COE certified.
- Meet all the requirements set forth in the following guidance and mandates:
  - DoD Joint Technical Architecture (JTA)
  - Defense Transportation System Enterprise Architecture (DTS EA)
  - Defense Information Infrastructure (DII) Common Operating Environment (COE)
  - C4ISR Technical Framework
  - Clinger Cohen Act: Information Technology Management Reform Act (ITMRA)
  - DoD Directive 4630.5 – Interoperability and Supportability of Information Technology and National Security Systems
  - DoD Instruction 4630.8 Interoperability and Supportability of Information Technology and National Security Systems.
  - Section 508 (New requirements for access by the disabled specified in the Rehabilitation Act, as detailed in 36CF 1194, Subpart B)
  - DoD Directive 5200.40, DoD Information Technology Security Certification and Accreditation Program (DITSCAP), resulting in accreditation per DoD 8510.1-M (DITSCAP Manual)
  - USTRANSCOM Data Management Handbook August 2003
  - Department of Defense Directive Number 8500.1 Information Assurance (IA)
  - Department of Defense Instruction Number 8500.2 Information Assurance (IA) Implementation
  - Other requirements as referenced in Attachment C

Performance Standards: Provide the Government comprehensive draft design documentation ninety (90) days after contract start. Provide a final comprehensive design documentation fourteen (14) days after receipt of Government comments. The design shall address all the areas

listed above and substantiate the technical and functional validity of the proposed solution and identify any impact on cost or schedule.

Performance Measure: Monitor timely submission and review design document for acceptability.

2.2.4. Development, Test, Evaluation, Implementation, Transition and Training Milestone Planning (Task 1)

Performance Objective No. 7. The contractor shall provide an updated PMP incorporating milestones for the time-phased development, test, and evaluation of DPS in two increments as listed below and provide recommendations and alternatives to the Government for acceptance. The contractor shall deliver DPS no later than two hundred seventy (270) days after start of Task 2.

The Government estimates that Increments will be delivered either according to, or in less time than, the schedule detailed to the right of each individual increment listed below. Please note this schedule is depicted as Not to Exceed (NTE) days for each increment. The contractor's proposed delivery days can be earlier, but not later than, the days indicated.

The Government requires the development and delivery of fully integrated functionality according to the following increments.

Increment 1 - Delivery NTE 150 days after the start of Task 2
- Transportation Provider Solicitation and Bid functionality
- Counseling and Move Management functionality

Increment 2 - Delivery NTE 120 days after delivery of Increment 1
- Post-Move Management functionality
- Forecasting and Analysis functionality, security and accreditation for the complete system

Each delivery shall include the interfaces that apply to its functionality and shall build on its predecessor so that full process functionality is achieved with delivery of Increment 2.

For each increment, the contractor will provide appropriate sections of the user manuals, training materials/software and system documentation.

The Contractor will work closely with the Government Independent Validation and Verification (IV&V) contractor prior to delivery of the increment to ensure the IV&V contractor is aware of specific functionality to be contained in each module and to enable preparation of test conditions in sufficient time for Government testing. Mechanism for such process will be mutually agreed upon between the contractor and the Government. This mechanism will include a code walk through for Government and IV&V.

The plan shall include as a minimum the following:

a) Detailed milestones to develop, integrate, and test all DPS hardware, software, and communications components.

b) Schedule and approach for component acquisitions, development, component integration, test and evaluation of identified DPS functionality and capabilities by increment.

c) Organizations and systems participating in testing, identification of locations and resources to support development, integration and testing, and the impact of system interface agreements.

d) Any changes required for file conversions and changes, if needed, to interfacing systems, identified by DPS deliverable increments. The contractor shall coordinate interface requirements and milestone planning with proponents of interfacing systems.

e) All hardware and software requirements and final cost data required to perform Task 2.

Performance Standard: Submit a draft of the updated PMP with the development, test, and evaluation milestone plan within ninety (90) days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments. The PMP shall incorporate any changes required by the approved design.

Performance Measure: Monitor timely submission and review PMP for acceptability.

Performance Objective No. 8. The contractor shall provide an updated PMP incorporating milestones for the implementation and transition to DPS. The milestones shall balance program risk, enhance maximum functionality early in the life cycle of DPS, and minimize concurrent resource demands on the Government. The implementation and transition plan must address any requirement for parallel operations of DPS, and the MTMC family of personal property systems until transition to DPS is fully completed.

a) Prepare an implementation schedule that provides for an effective and efficient deployment of DPS.

b) Develop a milestone plan for DPS operational transition in coordination with the Government.

c) Obtain Government acceptance of the implementation and transition plan.

Performance Standard: Submit a draft of the updated PMP with the implementation and transition milestone plan within 90 days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments. The PMP shall incorporate any changes required by the approved design.

Performance Measure: Monitor timely submission and review PMP for acceptability.

Performance Objective No. 9. The contractor shall provide an updated PMP incorporating a plan for training all users of DPS, and DECC support personnel. The plan shall also consider and provide recommended methods for satisfying sustainment user training during the DPS operational period. The plan must be consistent with the timeline constraints identified in sections 1.1 and 1.4.5 (Period of Performance). The military transportation schools will be providing functional user training on DPS to selected users (e.g. PPSOs and service members). The plan shall address the support to the military transportation schools.

- The selected contractor shall be required to comply with the process and procedures described in Attachment K of the Education and Training (E&T) Concept of Operations (E&T ConOps). The E&T ConOps requires the vendor's use of a repository containing E&T materials already developed by or for existing DoD ERP programs. The contractor shall be required to use the repository with the intent to leverage any work already done. The contractor shall also described the approach used in order to comply with the requirements of the E&T ConOps while performing E&T activities and materials development, including the use of the E&T Repository.

- Any and all E&T Materials developed by the Contractor shall become the property of the Government for use in other projects through the E&T Repository. The format and

design of any E&T Material developed by the Contractor shall comply with the standards required for inclusion in the E&T Repository as set forth in the E&T ConOps document.

- The resulting E&T Materials to be delivered by the Contractor shall comply with the specifications and parameters set forth in the Training Strategy and Detailed Training Plan. No other E&T materials may be developed without the advance written approval of the Government.

Performance Standard: Submit a draft of the updated PMP with the training plan, including milestones ninety (90) days after contract start. Provide revised PMP fourteen (14) days after receipt of Government comments.

Performance Measure: Monitor timely submission and review PMP for acceptability to include use of E&T Repository.

2.2.5. Development & Delivery of DPS for Government Testing (Task 2)

Performance Objective No. 10. The contractor shall develop DPS in accordance with planned milestones and in coordination with the IPT. The contractor is responsible for the delivery, actual set-up and implementation of all hardware and software acquired by the contractor.

Software Development Testing (SDT). The contractor shall conduct increment, integration, and interoperability testing in accordance with commercial standards and best practices to ensure that DPS meets all functional, technical, interfacing, security, and accreditation requirements. Prior to delivery of each increment to the Government the contractor shall perform comprehensive testing in a controlled environment. If significant problems are encountered during testing that may result in slippage in the delivery of the system, the contractor will notify the COR immediately upon discovery of those problems. Prior to delivery of increment 1, the contractor shall identify specific functionality that cannot be fully tested until delivery of increment 2 (ref. Section 2.2.4).

The contractor shall demonstrate each increment's functionality at the completion of SDT. The purpose of this demonstration is to show that the increment meets the required functionality and is ready for Government testing.

Performance Standard:

a) The contractor shall deliver the SDT Software Test Plan (STP) 14 days prior to the start of SDT. The contractor will complete the software development testing (SDT) prior to delivering the system for IV&V testing by the government.

b) The contractor shall provide the DPS system increments ready for IV&V testing. The supporting documentation will be delivered as listed in attachment A, and will include at a minimum:

- Software Requirements Specifications
- Database Design Description
- Interface Requirements Specifications
- User Manuals
- Training Materials
- Software Version Descriptions
- System and Sub-System Specifications

c) DPS shall fulfill the functional, technical, interfacing, security, and accreditation requirements detailed in attachments B, C, and D.

d) The contractor shall meet the specified time-lines in the PWS and the PMP, as accepted by the Government.

e) The contractor shall deliver SDT Software Test Results (STR) five (5) business days after the release of each increment of code.

Performance Measure: Timely delivery of the system increments and supporting documentation. Evaluation of the functionality of the demonstrated system.

2.2.6. Support Government Testing and Evaluation (Task 2)

Performance Objective No. 11. The contractor shall support Government test and evaluation requirements for DPS. The contractor shall provide functional and technical support during each test. The contractor shall make system corrections and validate those corrections, as needed, until acceptance by the Government.

a) Independent Validation and Verification will be conducted in a controlled environment by the Government as part of the test and acceptance procedures for all increments. The IV&V contractor will test and approve or reject each increment within thirty (30) days of delivery by the DPS contractor. Testing of Increment 1 delivery will occur concurrently with Increment 2 development.

- Software Qualification and Interface Test (SQT). The contractor will support the Government and IV&V contractor in conducting an SQT. The DPS contractor will make fixes during the SQT for re-testing by Government testers prior to conclusion of SQT. This task validates that the system meets the technical, functional and interface requirements; and that the Government is satisfied and ready to pass it on to the acceptance phase.

- The contractor shall provide the SQT test environment that emulates the production environment.

b) Software Acceptance Test (SAT). The contractor will support the Government in conducting a SAT to ensure that the software satisfies functional, technical and interface requirements. The DPS contractor will make fixes during the SAT for re-testing by Government testers prior to conclusion of SAT. Test will be performed in the production environment.

Performance Standard: DPS shall comply 100 percent with Government-approved requirements before acceptance by the Government. This performance standard applies equally to the specified functional, technical, security and accreditation, and interface requirements. Final acceptance of each increment will be based on correction of all problems identified during Government testing.

Performance Measure: Comparison of problems discovered during SQT and SAT. Evaluation of test results to validate contractor's compliance with functional, technical and interface requirements.

2.2.7. Implementation & Transition of DPS (Task 2)

Performance Objective No. 12. The contractor shall execute the implementation and transition plan.

Performance Standard: Implement DPS, in accordance with the scheduled milestones of the implementation and transition plan.

Performance Measure: Compliance with plan requirements, and implementation of, and transition to, DPS acceptable to the Government.

2.2.8. Implementation Training (Task 2)

Performance Objective No. 13. The contractor shall provide implementation training in accordance with the training plan.

Performance Standards:

a) The contractor shall provide training materials covering 100% of the functionality and suitable for the intended audience. Submit a draft of the training materials concurrent with the delivery of each Increment. The contractor shall revise the training materials as necessary during testing. The final revised training materials shall be provided at the conclusion of SAT.

b) The contractor shall track personnel who completed training as well as effectiveness of training through testing. The contractor shall provide metrics to demonstrate the effectiveness of the training.

c) Conduct user training as coordinated with DPS end-user organizations. The contractor must effectively train approximately 800 PPSO primary users (i.e., JPPSOs, PPPOs, and CPPSOs), 200 general DoD primary users, and 3,600 TP primary users via CD ROM or web-based training in accordance with the training plan. Upon successful completion of the training by a user, an individualized completion certificate will be generated with control number.

d) The contractor must also provide a training tutorial capability within DPS for personnel authorized to move personal property in the DoD program concurrent with the delivery of increment 2.

e) One hundred (100) percent of users (excluding personnel authorized to move personal property in the DoD program) have been provided the opportunity to receive training, prior to going into production. The Government will identify all end-users and personnel requiring training and provide names, organizations, locations, and contact information.

f) The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on system administration procedures thirty (30) days prior to going into production.

Performance Measure: Timely submission of training materials. Review of the completed training materials for acceptability. Review of test results metrics. User feedback on quality of training.

2.2.9. Change Management (Task 2)

Performance Objective No. 14. The contractor shall provide an updated PMP incorporating a plan for change management that supports cultural change issues, identifies techniques for managing changes, addresses awareness of roles and responsibilities under a Government-contractor relationship, and emphasizes increased awareness of DPS benefits for all potential users. The plan should consider constraints and limitations in terms of time and resources. Recommendations must be feasible and implementable. The contractor will have primary responsibility for implementation of the plan.

Performance Standard: Submit a draft of the updated PMP with the change management plan, including milestones (45) days after the start of Task 2. Provide revised PMP fourteen (14) days after receipt of Government comments.

Performance Measure: Monitor timely submission and review PMP for acceptability.

Performance Objective No. 15. The contractor shall implement the approved change management plan.

Performance Standards:

a) The contractor shall provide status of the implementation and any recommended changes to the plan during monthly IPRs.

b) The contractor shall meet the milestones as scheduled and achieve desired outcomes of those milestones.

Performance Measure: Periodic monitoring of the approved plan's implementation.

2.2.10. Security and Information Assurance Plan (Task 2)

Performance Objective No. 16. The contractor shall provide an information assurance plan for attaining DPS certification and accreditation and for maintaining DPS that meets the information assurance requirements in Attachment C.

Performance Standards:

a) Submit a draft of information assurance management plan thirty (30) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments.

b) Provide an Automated Information System Security Plan, including a Security Testing and Evaluation Plan, and a Systems Security Authorization Agreement (SSAA) 270 days after the start of Task 2.

Performance Measure:

a) Monitor timely submission and review PMP for acceptability

b) Successful certification and accreditation of DPS before the scheduled service implementation.

2.2.11. User Assistance and Support (Task 2 & Task 3)

Performance Objective No. 17. The contractor shall provide tier 2 level user assistance and worldwide support of DPS, twenty-four (24) hours a day, seven (7) days a week. The contractor shall execute procedures for supporting the MTMC System Response Center's Standard Operating Procedures (SOPs).

Performance Standards:

a) Provide detailed DPS training to MTMC System Response Center personnel prior to implementation. Provide continuous updates as system functionality changes.

b) Prior to implementation, establish a liaison capability supporting the MTMC System Response Center in assisting users and answering questions concerning DPS operations. The liaison does not have to be a person on-site at MTMC.

c) Resolve trouble calls referred by the MTMC System Response Center in accordance with the MTMC System Response Center SOPs in effect at the time of system implementation.

d) Provide the Government representative with a weekly summary of users' calls, identifying user problems, trends, recommendations for improvement and metrics by noon each Monday for the preceding week.

Performance Measure: Timeliness and quality of training. Review of test results metrics. User feedback on quality of training.

2.2.12. User Satisfaction (Task 2 & Task 3)

Performance Objective No.18. The contractor shall provide a User Satisfaction Measurement Plan for measuring user satisfaction (such as user surveys or other reporting media), and capturing user comments (such as problems and potential enhancements). The contractor and the Government will mutually agree on the customer satisfaction levels to be achieved on the system for each user group. This agreed upon level will be the contractor's performance target for that subsequent period. The contractor shall execute the approved plan and provide results to the Government.

Performance Standards:

a) Submit a draft of the plan to include sample surveys thirty (30) days prior to delivery of increment 2. Provide revised plan Fourteen (14) days after receipt of Government comments. At the beginning of each option period the contractor will provide a revised plan as required.

b) Conduct monthly surveys and report results to the Government.

Performance Measure: Timely submission of the plan and monthly reports, to include analysis and recommendations. The content of the monthly reports will provide sufficient information on which management action will result.

2.2.13. DPS Software, Hardware, and Telecommunication Components (Task 2 & Task 3)

Performance Objective No. 19. The contractor shall provide a Configuration Management (CM) plan to manage all components of DPS.

Performance Standards:

a) Submit a draft of configuration management plan thirty (30) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments.

b) Updated plans provided as required during the system life cycle.

Performance Measure: Monitor timely submission and review configuration management plan for acceptability.

Performance Objective No. 20. The contractor shall provide all hardware and software required to design, develop, test, train, implement and support DPS. The contractor shall maintain DPS by incorporating, testing, and deploying functional, technical, and interface changes in accordance with the contractor's configuration management plan. Changes include those to DPS hardware, software, and security and other system upgrades for continuous functionality enhancements and technology refreshments. The Contractor development and maintenance shall be in accordance with technical standards and requirements contained in attachment C. Where required the contractor shall coordinate with the DECC to insure these requirements are accomplished.

The Contractor shall maintain and update user manuals, training materials and software, and system documentation (e.g., systems subsystem specification, database specification) as required to keep pace with changes to DPS and provide such materials at such time as changes become available for testing. The contractor will update these documents based on the results of Government testing.

At implementation of each release, the contractor shall provide all developed source code, and a software version description document (SVD) to the Contracting Officer Representative (COR) in a format approved by the Government.

Once development of software enhancements are approved by the Government, the contractor will keep Government testers (IV&V) informed as to the progress and details of the change to allow for development of test conditions. Mechanism for such process will be mutually agreed upon between the contractor and the Government.

Identify and document upgrades and changes to all DPS components, including failover and COOP.

Test and deploy configuration changes in accordance with configuration control and test procedures.

Participate in Government-sponsored configuration control boards and provide impact assessments for proposed DPS configuration changes as required.

Provide all DPS system administration and technical support required to meet system operational availability objectives.

Refresh technology to maintain a modern, cost-effective delivery of DPS. This should include upgrading the DPS with new software releases at no additional cost to the Government.

Maintain DPS to meet all information assurance requirements as specified elsewhere in this statement of work.

Performance Standards:

a) The contractor manages changes in accordance with CM plan.

b) Notification to the Government of any commercial component upgrades thirty (30) days prior to product release. Based on operational exigencies, shorter timeframes may be required by the Government.

c) Provide to the Government a DPS upgrade plan within thirty (30) days after the release of commercial component (COTS) upgrades. Based on operational exigencies, shorter timeframes may be required by the Government.

d) Provide to the Government all upgrades within DPS in accordance with approved upgrade plan within thirty (30) days of Government approval of the upgrade plan.

e) The contractor provided upgrades meet all technical requirements in attachment C.

f) Executed upgrades cause no degradation of performance or functionality of the DPS.

g) Updated user manuals, training materials and software, and system documentation are provided when system changes are made available to the Government for testing. Revisions to these documents must be provided fourteen (14) days after receipt of Government comments.

h) Source code and SVD provided at time of implementation of each release.

Performance Measures:

a) Review of the upgrade plan for completeness and timely compliance.

b) Monitor and assess upgrades and their implementation, documentation, and system performance, in accordance with upgrade plans and releases, CM plan, and applicable technical standards and requirements.

2.2.14. Operational Availability (Task 3)

Performance Objective No. 21. The contractor has overall responsibility for the operation of DPS. The Government recognizes that the contractor does not control all aspects of DPS, but is responsible for monitoring DPS operational availability. DPS operational availability is required 24 hours a day, 7 days a week, and 365 days a year. The contractor is responsible for all aspects of DPS except for the following:

Physical plant at Production and COOP facilities

Network and telecommunications connectivity at the Production, COOP and user facilities

Hardware maintenance at the Production and COOP facilities

Root system administration actions at Production and COOP facilities, except insofar as root access may be provided to the contractor by the DECC.

The above exceptions do not relieve the contractor of its responsibility to provide guidance and assistance for root system administration actions at production and COOP facilities.

Scheduled maintenance outages shall be coordinated with the Government 72 hours in advance to minimize the impact on users. Close coordination with the DECC is required to minimize overall system down-time. To the maximum extent possible, maintenance shall be performed in conjunction with the DECC maintenance schedule.

Operational availability statistics and metrics shall be included in monthly IPRs. Availability reporting shall include monthly operational availability, scheduled maintenance outage (historical for reporting month and projected for upcoming month), and unscheduled outages.

Performance Standards:

a) DPS shall meet operational availability requirements worldwide 24 hours a day, 7 days a week, 365 days a year.

b) Scheduled maintenance resulting in system outage from the production DPS shall not exceed 4 hours per month. Based on operational exigencies, longer timeframes may be authorized by the Government.

c) Problem resolution or unscheduled maintenance resulting in system outage from the production DPS shall not exceed 4 hours per month. Based on operational exigencies, longer timeframes may be authorized by the Government.

d) Availability reporting is accurate and timely 100 percent of the time.

Performance Measure: Review of scheduled reports on system operational rates and outage reports from users.

2.2.15. Develop, Implement and Maintain a Failover and Continuity of Operations (COOP) Plan (Task 2 & Task 3)

Performance Objective No. 22. The contractor shall develop and implement a failover and COOP plan in coordination with the DECC. The plan should clearly articulate the responsibilities of the contractor and the Government in executing COOP procedures. The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on COOP procedures. The Failover and COOP systems must match the full capability of the production system to ensure support of the full DPS workload. During unscheduled primary system outage, DPS shall have High Availability with application and database replication fail-over to a secondary system to ensure zero down-time upon loss of the primary system. For scheduled primary system outage, switchover to the secondary system shall be transparent to the user.

Performance Standards:

a) Submit a draft of Failover and COOP plan ninety (90) days after the start of Task 2. Provide revised plan fourteen (14) days after receipt of Government comments.

b) Updated plans provided as required during the system life cycle.

c) Implement and periodically test the COOP system in accordance with the approved plan.

d) Implement the failover capability in conjunction with DPS going into production.

e) COOP must be in place, tested and operational within ninety (90) days after DPS goes into production.

f) Operate the failover and COOP annually for one week to demonstrate its capability to meet COOP requirements. Coordinate scheduled operation in sufficient time for the Government to observe or monitor the switchover.

g) The contractor shall ensure that failover and COOP meet the performance standards in attachment C.

h) The COOP system data must be no more than two hours behind the production system. The COOP site must be capable of becoming operational within two hours of the production system failure.

Performance Measure:

Monitor timely submission and review Failover and COOP plan for acceptability.

a) Periodic review, not less than quarterly, of COOP plan and observation of scheduled COOP system testing.

2.2.16. Disaster Recovery, Backup and Emergency Restoration (Task 2 & Task 3)

Performance Objective No. 23. The contractor shall provide a backup and emergency restoration capability in accordance with guidelines provided in MTMC's IM Contingency and Emergency Management Handbook. This handbook may be viewed in the DPS Technical Library. The contractor shall clearly articulate the responsibilities of the contractor and the Government in executing backup and emergency restoration procedures in the Disaster Recovery Plan. The contractor is responsible for developing materials (e.g. manuals, instructions) and training DECC personnel on procedures.

Performance Standard:

a) A backup and emergency restoration system, which satisfies handbook guidelines shall be demonstrated during SAT and available NLT thirty (30) days prior to DPS going into production.

b) A Contingency Plan, and a Disaster Recovery Plan NLT sixty (60) days prior to DPS going into production. Provide revised plan fourteen (14) days after receipt of Government comments.

Performance Measure: Periodic observation of the system, Government testing and periodic audit for compliance with handbook guidelines.

2.2.17. Sustainment Training (Task 3)

Performance Objective No. 24. The contractor shall provide sustainment training materials in accordance with the training plan. The contractor shall provide training materials to the Military Transportation Schools for development of a curriculum.

Performance Standards:

a) Submit a draft of the training materials to coincide with issuance of each major release for testing. The contractor shall provide training materials covering 100% of the functionality that is suitable for the intended audience. Provide revised training materials fourteen (14) days after receipt of Government comments.

b) The contractor provides updates to training materials and tutorials to the users fourteen (14) days prior to the release of new DPS functionality.

Performance Measure: Timeliness of training materials, testing training materials, and user feedback on quality of training.

3. Glossary of Terms

3.1. Definitions

Administrative Contracting Officer (ACO)	A Contracting Officer having responsibility for the administration of one or more contracts.
Business Day	A Business Day, for the purposes of this solicitation, is any day within the regular five-day working week that does not fall on a Government-recognized holiday.
Commercial Bill of Lading (CBL)	A document used to procure transportation and related services from commercial carriers.
Configuration	Configuration is changing the default settings of COTS provided parameters, or using COTS provided methods to change the COTS processing behavior.
Consolidated Personal Property Shipping Office (CPPSO)	An activity staffed and operated by one military service in support of all military service components for acquisition of transportation, storage and related services within a specified area of responsibility for movement of personal property for DoD members. Support is provided on a common service, non-reimbursable basis.
Contracting Officer (CO)	The only person who has authority to enter into, administer contracts and or modifications, and make determinations and findings with respect thereto or with any act of such authority. Contracting Officer may also be understood to include a representative, designated by the Contracting Officer, who is authorized to perform certain functions.
Contracting Officer Representative (COR)	On-site Government representative designated by the Contacting Officer to monitor the daily operations of the Contractor. Reports to the contracting officer and has the authority to sign and submit Contractor invoices and monthly evaluations.
Customization	Customization is the change of COTS provided source code.
Defense Transportation Regulation (DTR)	DTR 4500.9-R-Part IV, Personal Property establishes criteria for HHG/UB movement to/from and between Continental United States (CONUS) and Outside CONUS (OCONUS). DTR Part V establishes policy and procedures for DOD Customs and Border Clearance.
Direct Procurement Method (DPM)	A method of shipment that the Government manages. Packing, containerization, local drayage and storage services are obtained from a commercial firm under contractual arrangement.

Delivery	A delivery process which the developer or contractor provides hardware, software code and documentation with each version release.
Enhancement	Enhancement is the addition of non-COTS software code, which may or may not use COTS APIs, to be used in conjunction with COTS, in order to add additional functionality.
Government Bill of Lading (GBL)	A Government document used to procure transportation and related services from commercial transportation providers.
Joint Federal Travel Regulation (JFTR)	This regulation pertains to per diem, travel and transportation allowances of Uniformed Service Members.
Joint Personal Property Shipping Office (JPPSO)	An activity staffed and operated by members from two or more military services, in support of all military service components for acquisition of transportation, storage, and related services within a specified area of responsibility for movement of personal property for DoD members. Support is provided on a common service, non-reimbursable basis.
Joint Travel Regulation (JTR)	This regulation pertains to per diem, travel and transportation allowances of Federal Government Civilian Employees.
Military Traffic Management Command (MTMC)	The single manager-operating agency for military traffic, land transportation, and common-user ocean terminals.
Performance Requirements Summary	The listing of critical performance indicators, standards, and acceptable quality levels used in evaluating the Contractor's performance.
Personal Property Processing Office (PPPO)	An activity designated to provide members a local point of contact for the purpose of counseling and processing applications and forward completed applications to the responsible PPSO, CPPSO, or JPPSO. Additionally, when deemed appropriate by the responsible military service, a PPPO supported by a CBO/CBA may be assigned specific functions, such as inbound quality assurance and claims.
Personal Property Shipping Office (PPSO)	An activity designated to provide traffic management, counseling, and application processing within a designated area of responsibility, which includes acquisition of transportation, storage, and related services.
Production	The point at which DPS is complete (Increments 1 and 2) and processes live transactions.

Reports, Interfaces, Conversions, and Extensions (RICE)	Repository of reports, interfaces, conversions and extensions, which contain high level attributes of objects already developed by existing DoD programs within the logistics domain.
Shipment Document	A document, e.g., commercial bill of lading, Government bill of lading, service order, etc., used to procure transportation and related services from transportation providers for delivery of goods.
Software Extension	Software extension is the use of COTS APIs to create, e.g. a menu, or interfaces.
System Interface	Any organized assembly of resources and procedures united and regulated by interaction or interdependence to accomplish a set of specific functions. a. A boundary or point common to two or more similar or dissimilar communications systems, subsystems, or other entities against which or at which necessary information flow takes place. b. A concept involving the specification of the interconnection between two systems or items of equipment. The definition to be defined by the sending and receiving organization. c. The process of interrelating two or more dissimilar systems.

3.2. Abbreviations

ADP	Automated Data Processing
AFO	Accounting and Finance Office
ANACI	Access National Agency Check and Inquiries
ASD	Assistant Secretary of Defense
AOR	Area of Responsibility
BOL	Bill of Lading
C4ISR	Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance
CBL	Commercial Bill of Lading
CBO	Consolidated Booking Office
C3I	Command, Control, Communications and Intelligence
CFR	Code of Federal Regulations
CM	Configuration Management
CO	Contracting Officer
COE	Common Operating Environment
CONUS	Continental United States
COOP	Continuity of Operations Plan
COR	Contracting Officer Representative
COTS	Commercial Off-The-Shelf
CP	Contingency Plan

CPPSO	Consolidated Personal Property Shipping Offices
CWA	Centralized Web Application
DAA	Designated Approval Authority
DFAS	Defense Finance and Accounting Service
DII	Defense Information Infrastructure
DISA	Defense Information Systems Agency
DISN	Defense Information Switching Network
DITSCAP	DoD Information Technology Security Certification and Accreditation Plan
DLA	Defense Logistics Agency
DMZ	DISA De Militarized Zone
DoD	Department of Defense
DPM	Direct Procurement Methods
DPS	Defense Personal Property System
DRI	Defense Reform Initiative
DRP	Disaster Recovery Plan
DTR	Defense Transportation Regulation
DTS	Defense Transportation System
DTS-EA	Defense Transportation System Enterprise Architecture
EDI	Electronic Data Interchange
ETA	Electronic Transportation Acquisition
FAR	Federal Acquisition Regulation
FIPS	Federal Information Processing Standards
FSMP	Full Service Moving Project
GAO	General Accounting Office
GBL	Government Bill of Lading
GIG	Global Information Grid
GOTS	Government Off-The-Shelf
GPRA	Government Performance and Results Act
GSA	General Services Administration
HHG	Household Goods
IAVA	Information Assurance Vulnerability Alert
ICEP	Interoperability Testing and Certification Process
IAW	In Accordance With
IM	Information Management
IPR	Interim Process Review
IPT	Integrated Process Team
IT	Information Technology
ITMRA	Information Technology Management Reform Act
IV&V	Independent Validation and Verification
IVT	In-transit Visibility
JFTR	Joint Federal Travel Regulation
JITC	Joint Interoperability Test Command
JPPSO	Joint Personal Property Shipping Office
JTA	Joint Technical Architecture
JTA	Joint Technical Architecture - Army
JTR	Joint Travel Regulation
LAN	Local Area Network
LDM	Logistical Data Model
MAC III	Mission Assurance Category III
MHE	Materials Handling Equipment
MTMC	Military Traffic Management Command
NAC	National Agency Check
NACI	National Agency Check with Inquiries
NTE	Not to Exceed

NTS	Non-Temporary Storage
OCONUS	Outside Continental United States
OSD	Office of Secretary of Defense
PCS	Permanent Change of Station
PDM	Physical Data Model
PKE	Public Key Enable
PM	Program Manager
PMP	Project Management Plan
PPSO	Personal Property Shipping Office
PT	PowerTrack
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance and Surveillance Plan
QCP	Quality Control Plan
QDR	Quadrennial Defense Review
SAM	Sailor Arranged Move Program
SAT	Software Acceptance Test
SDT	Software Development Testing
SF1200	Standard Form 1200
SI	Systems Integrator
SIT	Storage In Transit
SLA	Service Level Agreement
SOP	Standard Operating Procedures
SOW	Statement of Work
SQT	Software Qualification and Interface Test
SSP	System Security Plan
SVD	Software Version Description
SWM	Navy Smartweb Move
TDM	Transformation Data Model
TOPS	Transportation Operational Personal Property Standard System
TRM	Technical Reference Model
TP	Transportation Provider
UB	Unaccompanied Baggage
USTRANSCOM	United States Transportation Command
XML	Extensible Markup Language

4. Applicable Documents

The government shall ensure that all publications initially received by the Contractor are current. The Contractor shall ensure that all Government furnished publications remain up to date and posted.

4.1. References

4.1.1. Websites

Websites:
Army Claims: http://www.jagcnet.army.mil/

Army Publications: http://www.usapa.army.mil/

Defense Table of Official Distances (DTOD): http://dtod-mtmc.belvoir.army.mil/

Defense Transportation Regulation (DTR):http://public.transcom.mil/

Defense Transportation Regulations: http://www.transcom.mil/j5/pt/dtr.html

Department Of Defense (DOD) Publications: http://www.defenselink.mil/pubs/

Domestic or International Rates and DPM Commercial Air Rates: https://www.mtmc.army

Electronic Transportation Acquisition (ETA): https://eta.mtmc.army.mil/

Government Publications: http://www.dodssp.daps.mil/

Importing POVs: http://www.nhtsa.gov/cars/rules/import or http://www.cbp.gov/

Joint Federal Travel Regulations (JFTR) - Uniformed Service Personnel: http://www.dtic.mil/perdiem/jftr.html

Joint Travel Regulations (JTR) - Department Of Defense (DOD) Civilian Personnel: http://www.dtic.mil/perdiem/jtr.html

Marine Corps Transportation Account Codes: http://www.hqmc.usmc.mil/lftweb.nsf

Marine Publications: http://www.usmc.mil/directiv.nsf/

MTMC Personal Property Homepage: http://www.mtmc.army.mil/

Navy Publications: http://www.navsup.navy.mil/

Personal Property Consignment Instruction Guide On-Line (PPCIG-OL)

Transportation Account Codes (TAC): https://www.daas.dla.mil/

Transportation Global Edit Table (TGET): http://jitc2.slidell.disa.mil:7777/tget/exec/home

US Government Department of Defense Airlift Rates and US Government Non-Department of Defense Rate Tariffs: http://public.scott.af.mil./

4.1.2. Publications

Air Force Joint Instruction 24-232, Quality Control of Personal Property.

Air Force Policy Directive 24-5, Transporting and Storing Personal Property.

Army Regulation 55-71, Transportation of Personal Property and Related Services.
10. Bureau of Alcohol, Tobacco and Firearms Publication 5300.5, State Laws and Published Ordinances-Firearms.

Commandant Instruction M4050.6, Paragraphs 2001 and 2003, Coast Guard Personal Property Transportation Manual.

Department of Defense Directive 5010.38, Management Control (MC) Program.

Department of Defense Directive 5158.4, United States Transportation Command.

Department of Defense Handbook, MIL-HDBK-129, Military Marking.

Department of Defense Regulation 4140.1, Materiel Management Policy.

Deputy Under Secretary of Defense (Logistics) Memorandum, Defense Transportation Regulation (DTR), Volume IV, August 1999.

Domestic Personal Property Rate Solicitation.

Federal Acquisition Regulation

International Personal Property Rate Solicitation.

Marine Corps Order P4600.39, Paragraph 3204, Marine Corps Personal Property Transportation Manual.

Military Handbook-129, Marking for Shipment and Storage.

Naval Supply Systems Command Publication 490, Transportation of Personal Property.

Under Secretary of Defense (Acquisition and Technology) Memorandum, Assignment of Defense Transportation Operational Regulations and Procedures Authority to Commander in Chief, U.S. Transportation Command (CINCTRANS), 18 November 1998.

United States Transportation Command Regulation 110-5, United States Transportation Command (USTRANSCOM) Acquisition Oversight Group (AOG).

AFR 76-11, “US Government Rate Tariff”

ATF 5300.5, Firearm Regulations (Department of the Treasury, Bureau of Alcohol, Tobacco, and Firearms)

DoD 4000.25-D, “Part I and II, DOD Activity Address Directory (DoDMD)”

DoD 5030.49-R, “Customs Inspection”

DOD GEN 42A/AFP 75-52/NAVSUPPUB 590, “Shipping Your POV”

DOD GEN 43/DA Pam 740-2/NAVSUP 591/AFP 75-44/MCO 4600.35B/COMDTPUB

P4640.4, “Moving Your Mobile Home”

DOD PA-13A/DA Pam 55-2/AFP 75-45/NAVMC 2668/COMDTPUB P4050.5/NAVSUP

Joint Federal Travel Regulations, Volume I

Joint Travel Regulations, Volume II

Transportation Operational Personal Property Standard System (TOPS) User Manuals

Revised Interstate Commerce Act

Title 49, Code of Federal Regulation, Transportation

4.1.3. Forms

Title	Subject
DD Form 1299	Application for Shipment and/or Storage of Personal Property
DD Form 619	Statement of Accessorial Services Performed
DD Form 619-1	Statement of Accessorial Services Performed (Storage-In-Transit Delivery and Reweigh)
DD Form 1840	Joint Statement of Loss or Damage at Delivery
DD Form 1840R	Notice of Loss or Damage
DD Form 1797	Personal Property Counseling Checklist
DD Form 1614	Request/Authorization for DOD Civilian Permanent Duty or Temporary Change of Station (TCS) Travel
DD Form 1300	Report of Casualty
DD Form 1434	United Kingdom (UK) Customs Declaration for the Importation of Personal Effects of US Forces/Civilian Personnel on Duty in the UK
DD Form 1252	US Customs Declaration for Personal Property Shipments
DD Form 1252-1	US Customs Declaration for Personal Property Shipments
USEUCOM Form 30-3R	Agriculture Inspection Certificate
DD Form 1796	Receipt for Unaccompanied Baggage
DD Form 1812	Warehouse Inspection Report
DD Form 1671	Reweigh of Personal Property Military Shipping Label, Personal Property
DD Form 2773	Report of Contractor Services
DD Form 2772	Contract Discrepancy Report
DD Form 1857	Temporary Commercial Storage at Government Expense Inbound Arrival/Expiration Notice Request for Extension of Storage in Transit (SIT)
DD Form 1162-1	Schedule of Services and Rates for Household Goods
DD Form 1164	Service Order for Personal Property
DD Form 1811	Pre-Award Survey of Contractor's/Carrier's Facilities and Equipment
DD Form 1863	Accessorial Services – Mobile Homes Mobile Home Volume Move Message Request Format
DD Form 1412	Inventory of Articles Shipped in House Trailer
DD Form 1800	Mobile Home Inspection Record
DD Form 1799	Member's Report on Carrier Performance – Mobile Home
DD Form 788	Private Vehicle Shipping Document for Automobile
DD Form 788-1	Private Vehicle Shipping Document for Van
DD Form 788-2	Private Vehicle Shipping Document for Motorcycle
DD Form 139	Pay Adjustment Authorization
DD Form 1131	Cash Collection Voucher

Title	Subject
DD Form 603	Registration of War Trophy Firearm
Customs Form 4455	Certificate of Registration
ATF Form 6 Part II-5330.3B	Application and Permit for Importation of Firearms, Ammunition and Implements of War
ATF Form 6 Part I-5330.3A	Application and Permit for Importation of Firearms, Ammunition and Implements of War
PS Form 2976-A	Customs Declaration and Dispatch Note
DD Form 1841	Government Inspection Report
SF Form 1200	Government Bill of Lading Correction Notice
DD Form 1840	Joint Statement of Loss and Damage at Delivery
DD Form 1840R	Notice of Loss or Damage
DD Form 1384	Transportation Control and Movement Document
DD Form 1780	Shipment Evaluation and Inspection
DD Form 1814	Carrier Notice of Warning/Suspension
Form 1164	Claim for Reimbursement for Expenditures on Official Business

4.1.4. Referenced Military Publications

All military publications referenced and provided to the Contractor by the Government will remain the property of the Government and will be returned to the Government upon contract expiration or termination. Failure to obtain any of the required documents not furnished by the Government shall not be cause for the Contractor to reduce any service or performance, or reason not to comply with any contract term or condition. The military publications shall be provided to the Contractor ten (10) business days prior to contract start date